



**U.S. Immigration
and Customs
Enforcement**

ICE Health Services Corps (IHSC)
Enforcement and Removal Operations
Immigration and Customs Enforcement

Detainee Health Education

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Foreword

This IHSC Detainee Health Education Guide supplements the following IHSC Directive:

OM 16-021, *Detainee Health Education*

This Guide explains concepts, assigns responsibilities and details procedures for the Patient Education Program.

The intended audience is all IHSC staff (federal employees and contractors assigned to IHSC).

I. Appointment and Responsibilities of Local Patient Education Coordinators

Health Service Administrators (HSAs) are responsible for the appointment of the local Patient Education Coordinator at their facility.

When an HSA realizes the Patient Education Coordinator position is vacant at their facility, they will select a new staff member to assume the role. After making their selection, they will send an email to the IHSC Patient Education Program Manager, informing them of the new Patient Education Coordinator.

The Patient Education Program Manager will email the HSA the template for the Patient Education Appointment Letter. The HSA will complete the appointment letter by filling in the Coordinator's name, and also the dates of the appointment (two years). The HSA will sign the appointment letter, and provide it to the Patient Education Coordinator. The HSA will also scan a copy of the signed appointment letter into Adobe PDF, and email/attach it to the Patient Education Program Manager.

The template for the Patient Education Coordinator appointment letter is available for the HSA at the following location: [For Health Services Administrators - All Documents](#)

The Patient Education Program Manager will email the newly appointed Patient Education Coordinator, specific information relative to the program, including 1) templates for quarterly and annual patient education reports, and 2) minutes from the most recent patient education conference calls, etc.

Among the responsibilities of Patient Education Coordinators:

- Conduct quarterly chart reviews;

- Provide quarterly reports and an annual report;

- Be aware of any consistent and ongoing changes in the population of their facility, and let the Patient Education Program Manager know if new languages need to be added to the list of languages IHSC's patient education documents are translated in; and

- Participate in workgroups or committees to assist in the development or review of patient education materials.

II. Patient Education Meetings

Quarterly conference calls of the Patient Education Program are conducted. The Patient Education Program Manager arranges and leads the meetings. Patient Education Coordinators are expected to attend the meetings, or if possible, arrange for a colleague to attend the meeting in their absence.

III. Chart Reviews and Quarterly Reports

Patient Education Coordinators conduct quarterly chart reviews to assess the level of patient education provided at their facility.

Patient Education Coordinators review a total of 45 charts per quarter: 15 Intake charts, 15 physical exam charts, and 15 clinic visit charts.

Patient Education Coordinators submit two quarterly reports to the Patient Education Program Manager. The quarterly reports are due to be emailed/attached to the Patient Education Program Manager by the following dates: January 10, April 10, July 10 and October 10. The quarterly reports reflect patient encounters from the previous quarter.

1) The overall patient education quarterly report reflects the Patient Education Coordinator's chart reviews to ascertain whether patient education brochures were provided. Ex: They review 15 Intake charts to look for documentation that the detainee was provided the mandatory Medical Orientation and Health Information, and Staying Healthy brochures, at Intake. 2) The Medication Education quarterly report reflects the Patient Education Coordinator's review of 15 Clinic Visit charts to ascertain whether there is documentation that the detainee was educated on any new medication they were started on.

Patient Education Coordinators will ensure that the charts they review are randomly selected. For example, if a Patient Education Coordinator pulls a list of all encounters for a quarter, for the purpose of finding 15 Intake Charts to review, they may consider selecting every third Alien Number from that list.

Or, the Patient Education Coordinator can go through a list of all providers who had encounters that quarter, and select the first chart with that provider's name, until you have at least one chart from each provider. If more charts are needed, go back to the first provider, and select another chart from them.

Thresholds:

If 12 or fewer of the initial 15 charts reviewed are found not in compliance, the Patient Education Coordinator will review an additional 10 charts.

Of the 10 additional charts reviewed, if seven or fewer are found not in compliance, the Patient Education Coordinator will develop an improvement plan; document and include plan with the report.

IV. Annual Report

Patient Education Coordinators are responsible for ensuring that at their facility, 50 patients are surveyed annually. The ICE Health Service Corps (IHSC) has a Patient Satisfaction Survey comprised of two parts: Access and Quality. Each facility will provide the survey to 50 patients annually, or, can give 25 patients the Access portion, and another 25 the Quality portion.

The Patient Satisfaction Survey can be provided to patients anytime between January 1 and December 31 of a calendar year.

On February 10 each year, Patient Education Coordinators will email/attach to the Patient Education Program Manager, the Report of Patient Satisfaction Survey Results, reflecting their facility's patient satisfaction survey results from the previous calendar year. Ex: calendar year 2016 patient satisfaction survey results will be due to the Patient Education Program Manager February 10, 2017.

The quarterly and annual report templates are available at: [Forms For Quarterly And Annual Reports - All Documents](#)